



COLORADO WINS NATIONAL AWARD FOR HEALTH COVERAGE ENROLLMENT INNOVATION

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DENVER – September 24, 2014 – The state of Colorado was recognized for Innovation in Service Delivery at the 47th Annual IT Solutions Management for Human Services Conference for improving the consumer experience when applying for health coverage. Through the improvements in the online application, Coloradans applying for Medicaid and Children's Health Plan *Plus* (CHP+) received a real time eligibility (RTE) determination nearly 80% of the time; improving a process that previously took up to 45 days, down to about 45 minutes.

The Department of Health Care Policy and Financing (Department), the Department of Human Services, the Governor's Office of Information Technology and Deloitte worked together to plan and implement RTE functionality. Colorado currently has one of the top RTE success rates in the nation, and is recognized as one of the top four states in implementing the Affordable Care Act for enrollment, use of technology, and outreach.

"We made the application more dynamic, only asking questions that are pertinent to the eligibility decision we needed to make," said Antoinette Taranto, Chief Client Officer for the Department. "In one month alone during 2014 open enrollment we processed 60,000 applications, twice our average of 30,000 per month. This technology has allowed Colorado to handle the increased workload without increasing staff."

"Nearly eighty percent of the time, our applicants found out immediately if they qualified for Medicaid or CHP+, and if not, they could shop for a private plan on the Connect for Health Colorado marketplace," said Susan E. Birch, MBA, BSN, RN, executive director of the Department. "It's really important because if you want to be healthy, the first thing you have to do is get covered, and we are connecting Coloradans to coverage more quickly."

Colorado is working with Connect for Health Colorado and its agency partners to make further enhancements to its application process going into the 2015 open enrollment period, which runs November 15, 2014 to February 15, 2015. These upgrades will improve the overall consumer experience and empower Coloradans to better manage their health benefits.

About the Colorado Department of Health Care Policy and Financing: The Department administers the Medicaid and Child Health Plan *Plus* programs as well as a variety of other programs for low-income Coloradans who qualify. The mission of the Department is to improve health care access and outcomes for the people we serve while demonstrating sound stewardship of financial resources. For more information about the Department, please visit Colorado.gov/hcpf.